



## Referral Table

Updated September 27, 2022

Office/Service	When a referral should be made	What action will be taken	When referral will be closed
Academic Advisor	<p>A referral to an Academic Advisor should be made when a staff person (e.g., instructor, RD) learns that a student is struggling academically; dealing with a personal issue that may interfere with academics or require coordination with instructor; or is not attending classes.</p> <p><b>This referral should be used for non-emergency situations only. If this is an emergency or requires an immediate response, please call the Pitt Police: 412-624-2121.</b></p>	<p>The response to the student will depend on the nature of the issue. If the Advisor is not already aware of the situation, they will gather information from the referring person (e.g., RD, financial aid counselor, instructor), check advising notes and midterm grades, and in rare cases, they may do information-gathering from instructors directly.</p> <p>If the advisor believes they need to meet with the student, they will reach to the student via email within several days.</p>	<p>If the advisor believes there is no follow-up necessary, the case will be closed.</p> <p>If the advisor believes outreach is necessary, they will close the case after they have talked with the student or made several attempts to reach out to the student.</p>
Bradford Campus Academic Referral	<p>A Bradford Campus Academic Referral should be made when an instructor learns that a student is struggling academically; dealing with a personal issue that may interfere with academics or require coordination; is missing assignments; or is not attending classes</p> <p><b>This referral should be used for non-emergency situations only. If this is an emergency or requires an immediate response, please call the Campus Police: 814-368-3211.</b></p> <p><b><i>This referral should be used for students on the Bradford Campus.</i></b></p>	<p>This referral will go to a full-time academic advisor in the Academic Success Center. The response to the student will depend on the specific situation. The Academic Success Center staff member will refer the student as appropriate for support.</p>	<p>The Academic Success Center staff member will close the case when the student has been referred for support.</p>
Career Center Referral (PGH Campus)	<p>A referral to the Career Center should be made when a staff person (e.g., instructor, academic advisor, RD) learns that a student needs assistance exploring careers or majors,</p>	<p>The response to the student will depend on the nature of the issue. All referred students will receive an automated email with information about how to schedule an</p>	<p>If the Career Center believes there is no follow-up necessary, the case will be closed.</p>



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	<p>deciding among several career interest areas, or can benefit from any career support such as internship or job search assistance or graduate school preparation.</p> <p>The more information you are able to provide in the “additional comments” box, the more detailed the follow-up to that student will be.</p> <p><b><i>This referral should only be used for students on the Pittsburgh Campus unless the student is transferring from a regional campus.</i></b></p> <p><b><i>Students in the College of Business Administration or students considering a health-related career should be referred to their respective Career Centers.</i></b></p>	<p>appointment with a career consultant and utilize the resources of the Career Center. If the Career Center believes additional outreach to a student is necessary, a staff member will follow up with a personalized email within 5 business days.</p>	<p>If the Career Center believes outreach is necessary, they will close the case after they have talked with the student or after three attempts to reach out to the student.</p>
<p>Career Center Referral (UPG Campus)</p>	<p>A referral to Career Services should be made when a staff person (or faculty, if applicable) learns that a student needs or would like assistance exploring careers or majors, deciding among several career interests, or could benefit in regard to some kind of career support (e.g., gaining experience in their major, internship/job search assistance, graduate school preparation).</p> <p>The more information you are able to provide in the “additional comments”</p>	<p>Following a referral, the response to the student will depend on the nature of the issue discussed. All referred students will receive an email from a staff member with information about how to schedule an appointment with a career consultant, the topics typically discussed, and how to utilize the resources of Career Services. If Career Services believes additional outreach to a student is necessary, a staff member will follow up for scheduling purposes.</p>	<p>Following the initial outreach to the student, the response or lack of response will determine the next steps in addition to the issue to address. If Career Services believes outreach is necessary, they will close the case after they have talked with the student or after three attempts to reach out to the student have been made. If the staff of Career</p>



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	<p>box, the more detailed the follow-up to that student will be.</p> <p><b><i>This referral should be used for students on the Greensburg Campus unless the student is transferring from another campus.</i></b></p>		<p>Services believes follow-up is not necessary (e.g., have been actively meeting with the student), the case will be closed.</p>
<p>Career Center Referral (UPJ Campus)</p>	<p>A referral to Career Services should be made when an advisor, staff member, or faculty learns that a student needs or would like assistance exploring careers or majors, taking the Strong test, deciding among several career interests, or could benefit in regard to some kind of career support (e.g., gaining experience in their major, internship/job search assistance, graduate school preparation).</p> <p>The more information you are able to provide in the “additional comments” box, the more detailed the follow-up to that student will be.</p> <p><b><i>This referral should be used for students on the Johnstown Campus unless the student is transferring from another campus.</i></b></p>	<p>Following a referral, the response to the student will depend on the nature of the issue discussed. All referred students will receive an email from a staff member with information about how to schedule an appointment with a career consultant, the topics typically discussed, and how to utilize the resources of Career Services. If Career Services believes additional outreach to a student is necessary, a staff member will follow up for scheduling purposes.</p>	<p>Following the initial outreach to the student, the response or lack of response will determine the next steps in addition to the issue to address. If Career Services believes outreach is necessary, they will close the case after they have talked with the student or after three attempts to reach out to the student have been made. If the staff of Career Services believes follow-up is not necessary (e.g., have been actively meeting with the student), the case will be closed.</p>
<p>Financial Aid Referral</p>	<p>A referral to the Financial Aid Office should be made when a staff member (e.g. instructor, Academic Advisor) learns the student has a financial issue that is impacting their academics and/or personal life.</p>	<p>On the Pittsburgh Campus, the response to the student will be a personalized email from the Assistant Director of Client Services. A full review of the student’s file will be completed prior to contacting the student so</p>	<p>The case will be closed after three attempts were made to the student via email or after the student has met with a</p>



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		<p>that the message can be customized for the student's needs.</p> <p>If the file review determines that the situation is best handled via a face-to-face appointment, then contact will be made through an email to the student giving available times. The initial contact will always be through an email but may require a meeting.</p> <p>On the Regional Campuses, the Director of Financial Aid will be contacted regarding the student. They will follow up with the student in line with their campuses' protocol.</p>	<p>member of the financial aid team.</p>
<p>Financial Wellness Referral</p>	<p>A referral to the Center for Financial Education &amp; Wellness should be made when a staff member (e.g. instructor, Academic Advisor) learns the student or student group can benefit from a meeting on personal finance topics. Topics can include budgeting, saving, understanding credit, student loan repayment, financial decision making, or financial stress that the student is experiencing. Our goal is to assist students in navigating financial decisions while they are enrolled at Pitt and contribute to their overall well-being.</p>	<p>The response to the student will be a personalized email from the Director of Financial Wellness or Senior Assistant Director of Financial Wellness. Contact will be made through an email to determine if a meeting is required. If a meeting is required, a counselor will meet with the individual student to discuss personalize goals and financial support options available. For group presentations, please contact <a href="mailto:finwellness@pitt.edu">finwellness@pitt.edu</a>.</p>	<p>The case will be closed when referrals have been made, or when it is determined that no follow up is necessary.</p>
<p>Global Experiences/Study Abroad Referral</p>	<p>A referral to the Global Experiences Office should be made when a student expresses interest in studying abroad. The more information you are able to provide in the</p>	<p>The Global Experiences Office will respond to the student with a personalized email. If detail is provided in the additional comments box, the email will refer the student to</p>	<p>Although this referral will generate a case, these cases will not be managed and will be closed immediately.</p>



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	<p>“additional comments” box, the more detailed the follow-up to that student will be.</p>	<p>specific programs or contacts. If no detail is provided, the email will refer the student to general Global Experiences resources.</p> <p>The email will be sent within one week.</p>	
Greensburg Campus Student Referral	<p>A Greensburg Campus Student Referral should be made when an instructor learns that a student is struggling academically; dealing with a personal issue that may interfere with academics or require coordination; is missing assignments; or is not attending classes</p> <p><b>This referral should be used for non-emergency situations only. If this is an emergency or requires an immediate response, please call the Campus Police: 724-836-9865.</b></p> <p><b><i>This referral should be used for students on the Greensburg Campus.</i></b></p>	<p>This referral will go to a full-time academic advisor in the Advising Center. The response to the student will depend on the specific situation. The Advising Center staff member will refer the student as appropriate for support.</p>	<p>The Advising Center staff member will close the case when the student has been referred for support.</p>
Honors College Referral	<p>An Honors College referral should be made when a student expresses a general or specific interest in Honors College opportunities (e.g., Honors courses, research programs, national scholarship competitions, the BPhil degree, applying to the Honors program) or when an advisor believes a student can benefit from engaging with the Honors College.</p>	<p>The Honors College will respond to the student with a personalized email. If detail is provided in the additional comments box, the email will refer the student to specific opportunities. If no detail is provided, the email will refer the student to general opportunities.</p> <p>The email will be sent within one week.</p>	<p>Although this referral will generate a case, these cases will not be managed and will be closed immediately.</p>



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	<p><b><i>This referral should be used for students on the Pittsburgh Campus unless the student is transferring from a regional campus.</i></b></p>		
<p>Johnstown Math Achievement Center Referral</p>	<p>A Johnstown Math Achievement Center Referral should be made when a faculty member feels a student would benefit from additional support in a math course.</p> <p><b><i>This referral should be used for students on the Johnstown campus only.</i></b></p>	<p>A member of the Math Achievement Center will respond to the student with a personalized email. If detail is provided in the additional comments box, the email will refer the student to the specific service offered by the MAC that may be most appropriate for them. The email will be sent within 2-4 business days.</p>	<p>The case will be closed after two attempts are made to contact the student via email or after the student has visited the MAC.</p>
<p>Office of International Services Referral</p>	<p>A general referral to the Office of International Services could be made for international students in the following instances:</p> <ul style="list-style-type: none"> <li>- Interest in an internship/field placement/practicum, etc., OFF CAMPUS</li> <li>- Withdrawal from class after Add/Drop period</li> <li>- Leave of Absence</li> <li>- Transfer to a different institution</li> <li>- Post-Graduation Plans (employment, grad school, etc.)</li> </ul>	<p>The student will receive an automated email with information about how to best get in touch with OIS (e.g., appointment information).</p>	<p>No case opened.</p>
<p>Office of Veterans Services</p>	<p>A referral to the Office of Veterans Services should be made when a staff person (e.g., instructor, advisor) learns that a military affiliated student is struggling academically; dealing with a personal issue that may interfere with academics or require</p>	<p>The response to the student will depend on the nature of the issue. If a coordinator in the Office of Veterans Services is not already aware of the situation, they will gather information from the referring person (e.g., advisor, financial aid counselor), check notes,</p>	<p>If the advisor believes there is no follow-up necessary, the case will be closed.</p> <p>If the advisor believes outreach is necessary, they</p>



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	<p>coordination with instructor; or is not attending classes.</p>	<p>and they may do information gathering from instructors/advisors directly.</p> <p>If the coordinator believes that they need to meet with the student in person or via phone, they will reach to the student via email within two business days.</p>	<p>will close the case after they have talked with the student or after three attempts to reach out to the student.</p>
<p>Pre-Health Careers Referral</p>	<p>A referral the Pre-Health Resource Center should be made when a staff person (e.g., instructor, academic advisor, RD) learns that a student is considering a health-related career, deciding among health-related careers, considering graduate health professions programs, or preparing an application to a graduate health professions program.</p> <p><b><i>This referral should only be used for students on the Pittsburgh Campus unless the student is transferring from a regional campus.</i></b></p>	<p>Pre-Health Resource Center staff will respond to the student with a personalized email, referring the student to specific programs offered by the Center, and, if the student is a sophomore, junior, or senior, offering the opportunity to schedule an appointment with a Pre-Health Professions Advisor.</p> <p>The email will be sent within 5 working days.</p>	<p>For first-year students, the case will be closed after the email is sent.</p> <p>For sophomores, juniors, and seniors, the case will be closed after three attempts are made to reach the student via email or after the student has met with a Pre-Health Professions Advisor.</p>
<p>Residence Life</p>	<p>A referral to Residence Life should be made when a staff person (e.g., instructor, Academic Advisor) learns that a student is experiencing a residential issue; a social/campus connection issue; a personal issue; or is not attending classes.</p> <p><b><i>This referral should be used for non-emergency situations only. If this is an emergency or requires an immediate response, please call the Pitt Police: 412-624-2121.</i></b></p>	<p>The response to the student will depend on the nature of the issue. If the Residence Director is not already aware of the issue, they will gather additional information from the referring person (e.g., the advisor), ask a Resident Assistant to investigate the issue, and in rare cases, they may knock on the student's door. Depending on the situation, the Residence Director will work to address the situation directly or provide the student with resources.</p>	<p>If the Residence Director believes there is no follow-up necessary, the case will be closed.</p> <p>If the Residence Director believes outreach is necessary, they will close the case after they (or a Resident Assistant) has talked with the student or after three</p>



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	<p><b><i>This referral should be used for students who live in a residence hall on the Pittsburgh Campus only.</i></b></p>	<p>If the Residence Director believes outreach to student is necessary, they or a Resident Assistant will reach out to the student within two business days.</p>	<p>attempts to reach out to the student.</p>
<p>Study Lab Referral</p>	<p>A referral to Study Lab should be made when a staff or faculty person (e.g., Academic Advisor, instructor) learns that a student is struggling academically or expresses interest in improving their grades or study habits.</p> <p><b><i>This referral should be used for students on the Pittsburgh campus only.</i></b></p>	<p>An Academic Coach will respond to the student with a personalized email. If detail is provided in the additional comments box, the email will refer the student to the specific service offered by Study Lab that may be most appropriate for them. If no detail is provided, the email will refer the student to all Study Lab services offered and invite them to schedule an individual coaching appointment to discuss relevant resources for their academic success. The email will be sent within two business days.</p>	<p>The case will be closed after two attempts are made to contact the student via email or after the student has met with a member of Study Lab.</p>
<p>University Center for International Studies Referral</p>	<p>A referral to the University Center for International Studies (UCIS) should be made when a student expresses interest in international studies credentials; resources and scholarships that support research and study abroad; and the events, professional development opportunities, and social activities for students interested in a particular world region or global theme.</p> <p><b><i>This referral should be used for students on the Pittsburgh Campus unless the student is transferring from a regional campus.</i></b></p>	<p>UCIS will respond to the student with a personalized email. If detail is provided in the additional comments box, the email will likely refer them to an academic advisor in a particular UCIS center (African Studies, Asian Studies, etc.). If no detail is provided, the email will refer the student to general UCIS resources and a list of advisors in each program. The email will be sent within one week.</p>	<p>The case will be closed when referrals have been made, or when it is determined that no follow up is necessary.</p>





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